

RFP 2024-381 Questions:

1. How many minutes per month of telephone interpreter services do you anticipate for this RFP?

Approximately 4,750 minutes per month.

2. How much did your organization spend on phone interpretation in 2023?

Approximately \$30,000.00

3. What is the anticipated contract value?

The anticipated contract value is approximately \$125,000.00 - \$150,000.00 over the course of a five-year period.

4. On what date does the current contract end?

The County is currently out of contract.

5. What is the language mix by percentage for this contract, e.g. Spanish 90%, Mandarin, 5%, etc.?

Approximately 35% of the services required are Spanish language. The remainder cover a broad range of languages. It is of particular importance that translation services are available for Karen, as a substantial population of the clients served are Karen speakers.

6. Will you allow the service to be performed off-shore?

Yes, proposals that include service that is performed off-shore will be considered.

7. Could you share the job titles and/or departments of the personnel who will be reviewing submissions for this RFP?

Oneida County Attorney, with input from Social Services and Health Department Personnel.

8. Does the County have any past usage reports of telephonic interpretation services to share with vendors?

We can advise that our Social Services Department (OFCS) used approximately 47,000 minutes of interpretation services during calendar year 2023, with an additional ten thousand minutes used by the Health Department. The Public Defender, Probation Department and Planning Department also use a relatively small percentage of the services. Approximately 35% of the services used were for Spanish language translation.

9. Does the County have an estimate or historical number of minutes/calls per year were required for over the phone interpretation services?

We do not have comprehensive figures across all departments who utilize the service, but we can report that our Office of Family and Community Services (Social Services), which accounts for approximately 80 percent of County's usage reported the following figures for calendar year 2023:

Total Minutes: 47,612
Of that total, Spanish minutes: 16,683

Further, the Health Department used an additional 10,000 minutes, also with approximately 35% Spanish minutes.

10. Are vendors permitted to provide a per minute rate for Spanish and a per minute rate for all other languages? This is industry standard and allows for the County to save on cost.

The County's most recent contract allowed for different rates for Spanish versus other languages. Proposals with a similar breakdown will be considered.

11. Roughly what percent of over the phone interpretation services are used for Spanish versus all other languages?

Roughly 35 percent of services are for Spanish.

12. On page 5 of the RFP under the Proposal Content Requirements heading, item C 1, states:

Advise whether Proposer has the ability to translate text messages.

Please elaborate on the expectations of this requirement.

Text translation services are not currently in use but it is reasonably anticipated that these services could become useful; however, proposals that do not include text translation services will still be considered.

13. Who is your incumbent for Telephone Interpreter Services?

The County is currently out of contract, but the previous provider was Corporate Translation Services, DBA Language Link

14. What is the per minute fee Oneida County is being charged by the incumbent?

The current rate is \$0.59 per minute for Spanish translation and \$0.65 per minute for all other languages.

15. Can you provide a monthly language percentage breakdown of services?

Spanish translation accounts for 35% of monthly usage. The remaining 65% encompasses a broad range of languages. Please see response number 5 above.

16. What is your monthly usage for telephone interpreter services?

Approximately 4,700 minutes per month

17. What percentage of the call volume is utilized by Oneida County 911 Center in comparison to all the other departments?

Oneida County 911 does not use the services provided by this contract.

18. What are your top 10 requested languages?

Please see response 5 above. Additionally, Utica, which is the seat of Oneida County, has traditionally been and remains a hub for immigration. There are significant number of Laotian, Bosnian, Somali and Vietnamese residents. As stated above, Karen translation must be provided.

19. Can you please provide specific RFP proposal submission guidelines (i.e. electronic, email address, contact information of receiving party)?

The RFP may be submitted via regular mail or delivery service (e.g., FedEx) to the attention of Amanda L. Cortese-Kolasz, County Attorney, 800 Park Avenue, Utica, New York 13501. Email submissions will be accepted by Renee Elwell, Paralegal, at relwell@ocgov.net.

20. How will prospective bidders be notified of any addendums?

To the extent possible, all additional information will be emailed directly to the company representatives who have submitted questions. Additional information will also be published on the Oneida County Purchasing Department website.

21. Can you provide a timeline of the RFP process that includes answers to questions, tentative award date and contract start date?

Complete answers to questions will be available by on or about March 25, 2024. It is anticipated that the award will be made on or before April 19, 2024; however, pursuant to

the terms of the Request for Proposals, the County of Oneida reserves the right to amend, modify or withdraw the RFP and to reject any proposals submitted, and may exercise such right at any time, without notice and without liability to any offeror. The start date of the contract will depend on how quickly the successful proposer and the County are able to agree on all contract terms. Once a complete agreement is reached, the resulting contract must be approved by the Oneida County Board of Legislators. It is anticipated that the contract will begin by no later than June 15, 2024.

22. Please confirm the method of submission/delivery for our proposal. In accounting for hardcopy shipping and delivery times, will the Oneida County Department of Law accept an emailed submission of proposals?

Please see number 19, above.

23. Is electronic/digital signature acceptable for all pages needing signatures?

Yes.

24. Regarding Section III, B, can you please provide average connection times currently and in 2023?

Please see previous responses regarding usage.

25. Regarding Section IV, E, can you please specify what type of records for retention are you referring to?

Please refer to the following sections of the RFP for this information:

On page 2, the paragraph numbered “9”;

Beginning on page 23, the paragraph numbered “10”; and

On page 26, the paragraph numbered “17”.

26. Can you provide any information on current rates Oneida County is being billed for telephone interpretation services?

Please see number 14 above.

27. What is the method of evaluation of proposals?

Proposals will be evaluated based on a number of factors including cost, number of languages/dialects offered, and ease of use for County personnel.

28. Are there any issues in the provision of Telephone Interpretation Services that are currently challenging for Oneida County Department of Law?

No.

29. Will addendums/amendments be released on the Oneida County RFP website?

Yes.

30. Will the contract be awarded to single/multiple vendor(s)?

If awarded, it will be to a single vendor.

31. Will vendors be required to use their own pric sheet?

Yes.

32. Is page 3 inadvertently blank?

Yes.